

Overcome stigma (1) Older people are reluctant to seek services due to stigma.

Transportation (2)

How to meet the needs. There were 7 suggestions in 4 areas.

Expand services (1)

Other (3) suggestions included:

- *If people are willing to go and try everything to get help then, they should be given some help.*
- *I am almost sure that they (services) will change by consumer request because we have consumers who are more informed and can access information via internet. I think they are going to make their voice heard.*
- *A better understanding between the different agencies that provide services. It takes a concerted effort on the parts of everyone who is in a position to provide assistance if they qualify.*

PR (1)

Staff development (2) Both suggested helping counselors to do their job better.

Language

Language is an important cultural indicator and may be a factor in a client's access to services or receipt of all needed services. The primary language spoken in NC is English (92%) with other languages represented as Spanish (5%), Asian (<1%), and other (3%; US Census, 2000). Table 8 shows the counties with the highest percentage of a spoken language. The highest concentrations of Spanish is in Caswell County with 26% of the residents using Spanish as the primary language. For distribution of languages spoken by county see Appendix C Table C7.